

# Quest Mystery Visitor Report

Details of Mystery Visit at:	Perdiswell Leisure Centre	
Operating organisation	Leisure Connection	
Date(s) of Visit	14 February 2011	
Time(s) of Visit	9.15 – 11.30am	
Facilities viewed	<ul style="list-style-type: none"> <li>• Reception &amp; Vending Area</li> <li>• Sports Hall</li> <li>• Gym</li> <li>• Ladies Changing Rooms &amp; Toilet</li> <li>• Bar and Cafe</li> <li>• Corridors &amp; Circulation Areas</li> </ul>	
Activities undertaken	<ul style="list-style-type: none"> <li>• 9.30am Ease into Aerobics</li> <li>• Self guided tour of the facilities</li> <li>• Purchased a coffee in the Bar</li> </ul>	

Management Issue	Best Practice Principle	Score out of 4	Management Issue	Best Practice principle	Score out of 4
FOP 2 Cleanliness	BPP4	2	FOP 7 Changing Rooms	BPP1	2
FOP 3 Housekeeping & Presentation	BPP4	2	CR 1 Customer Care	BPP2	3
FOP 3 Housekeeping & Presentation	BPP6	4	CR 1 Customer Care	BPP6	3
FOP 3 Housekeeping & Presentation	BPP7	3	CR 1 Customer Care	BPP7	3
FOP 4 Maintenance	BPP8	2	CR 5 Bookings & Reception	BPP3	2
FOP 6 Environmental Management	BPP5	3	CR 5 Bookings & Reception	BPP4	2

*Note: some elements of the Mystery Visit have been scored on a 1–4 basis.*

*1 = Poor, 2 = Fair, 3 = Good, 4 = Excellent*

*These are shown within the report in the boxes and represent the views and observations of the Mystery Visitor during their Visit. The scores will be used by the Assessor and represent up to 7% of the total Assessment score.*

### **Context of Visit:**

I visited the Centre on Monday 14th February 2011. Whilst I was in the Centre I participated in the 9.30am Ease into Aerobics Class and then took a self guided tour around the Centre before purchasing a cup of coffee in the Bar and Cafe.

On the day I visited it was a cold day but dry day. On arrival the Centre appeared quiet, there was no other customers observed using the Ladies Changing Rooms; however the class was very well attended with approx 35 - 40 adults participating. No other activity was taking place in the Sports Hall at the time of the class.

I found the Centre quite easily using a 'sat nav' and the postcode provided on the Centre's website. Road signage was seen on the surrounding roads providing directions. The Centre had a large Car Park which was free to use and they were ample spaces available on my arrival.

## Facilities Operation

### FOP 2 Cleanliness

#### Quest Best Practice

- The level of cleanliness is visibly acceptable, taking due account of customer expectations
- There are high standards of hygiene in critical areas
- Customers are not put at risk or inconvenienced as cleaning takes place.

**BPP4. The standard of cleanliness of the facilities is visibly acceptable.**

For the standard of cleanliness on the day I would score **2**

The standard of cleanliness both inside and outside the Centre was generally fair and this was disappointing as the visit was early morning and I would have expected some of the issues observed to have been addressed by the Centre Staff upon opening.

The Car Park was litter free; however there were two bins at the main entrance both of these were overflowing with rubbish on my arrival and this was still the case when I left.

No litter was observed internally throughout the circulation areas of the Centre. Bins were located within the internal areas of the Centre and none were overflowing and all looked clean and in good condition.

The following good examples of cleanliness were observed:

- Reception area was free from litter and chewing gum deposits and generally was clean and tidy
- The front of vending machines were free from smudge marks
- Lockers; including external doors and bottoms appeared to be clean; I tested several lockers and they all appeared to be litter free
- The Gym area was dust and litter free, machines were observed in a clean condition

- No graffiti was observed internally
- Bar area was clean and tidy, tables were cleared away quickly of used cups and plates

Areas of attention that may be beneficial additional attention to detail were:

- The Sports Hall floor had several chewing gum deposits and was in need of a clean
- The carpet in the foyer of Reception looked very dirty and in need of a deep clean
- Several windows had smears and stains and were in need of a good clean
- The windows in the front entrance doors appeared to be very grubby and required attention
- High level and deep cleaning issues were noted with the present of dust and dirt evident at a high level

I did not see any cleaning being undertaken during the Visit.

Cleanliness of the Changing Village and Toilets is discussed further in this report under section FOP7.

## FOP 3 Housekeeping and presentation

### Quest Best Practice

- The facilities are presented in a fit and tidy state, reflecting general pride in the provision by the organisation and the Staff
- Signage, accessibility and security are all effective.

**BPP4. All customer accessible areas are clean, tidy and safe for use.**

For the presentation of areas seen by customers I would score **2**

**BPP6. External signage is clear and effective.**

For the external signage I would score **4**

**BPP7. Accessibility to the Centre and transport arrangements meets customers' needs.**

For accessibility and arrangements for transport I would score **3**

The housekeeping of equipment in public areas of the Centre appeared to be reasonably tidy and safe for use. All activity areas appeared to be reasonably well presented with equipment being appropriately set up. The general presentation of the Centre was good. The circulation areas and emergency exits were uncluttered and not obstructed and all fire doors observed were appropriately signed and closed.

The spin bikes and other equipment were stored neat and tidy in the Studio.

The Reception and Reception seated area was well presented. There was no evidence of litter, all notice boards and leaflets were well presented and the chairs near the vending machines were clean.

Externally the Centre was well signed and adequate car parking provision was provided. The Car Park was very clearly marked with space markings and designated disabled parking spaces were available near to the entrance to the Centre. Car parking was free of charge.

Access control was managed by the Receptionist; there were turnstile in the Reception area to prevent unauthorised users gaining access.

The following good examples of housekeeping and presentation were observed during the Visit:

- Bike rack provision was available immediately outside the centre
- There was external lighting provision provided; the fixtures appeared to be in good working order; although the lighting was not tested
- Signage was prominently displayed on the outside of the building
- Notices were displayed stating that staff check areas regularly; these notices were displayed in the female Changing Room and toilets
- Notices displayed around the Centre were of a good standard and all appeared to be in a corporate format
- All 'Staff only' or restricted areas tested were locked and secure
- Internal signage around the Centre was acceptable. The layout of the centre makes it easy to navigate around the activity areas and clear signage was in place in areas that I visited
- The display of leaflets around the Centre and within the Reception area was generally good

The following areas were noted that may benefit from attention:

- I did not observe Parent and Child parking spaces.
- Some weeds were noted on the edges of the Car Park and on the kerb stones at the front of the Centre
- I did not observe Close Circuit Television (CCTV) or signage within the Car Park or within the Centre
- No Braille signage was observed
- I did not observe, within any area of the facility, notices displaying what acceptable 'standards of presentation/ or etiquette' customers could expect or information displayed to notify the customer when the last checks had been
- I did not observe any Staff members patrolling the Centre during the Visit

## FOP 4 Maintenance

### Quest Best Practice

- Maintenance is based on an effective preventive approach to ensure customer enjoyment and safety
- Repair requests are actioned promptly within an effective system
- The facilities are well maintained within the constraints of the Centre's age and structure.

#### **BPP8. The facilities are visibly well maintained.**

For the standard of maintenance I would score **2**

Overall the standard of maintenance throughout the Centre appeared to be fair. Several pieces of equipment were identified as being 'out of order'

Examples of good maintenance included:

- External all areas of the Centre seen looked to be good with no evidence of graffiti, broken windows, damage to the walls
- Lockers tested were all working
- Lighting both inside and outside the Centre looked in good working order, with the exception of the one noted below
- There was no obvious sign of significant damage to walls and ceiling surfaces
- There was no damage to any glazing or mirrors seen
- The hand driers used were working
- Gym equipment was in good condition; I did not observe any piece designated out of order
- Toilets, sink taps and showers were all in working order
- There were no signs of damage to the Car Park with spaces clearly visible line and other markings good

There were several maintenance issues identified, these were:

- The general decoration around the centre was fair; however there was obvious signs of paint flaking away from the walls and doors
- Flooring in several locations throughout the building is in need of attention

- The mat at the front entrance had been taped up and did not give a good first impression
- The light was not working in the foyer of the female Changing Room
- A toilet seat was off in the female toilets
- There was only one hair dryer in the female Changing room and it was out of order, a 'out of order' sign was displayed this did not give an anticipated date of repair
- At least 25% of lockers in the ladies Changing Room had no key or pins
- In several location around the Centre you could see where items had been taken down off the wall and not replace. This left unsightly holes and a different colour paint
- Lots of ceiling tiles were displaced in the Sports Hall ceiling
- The seal in the window in the bar appeared broken and therefore they appeared to be a build of condensation forming
- There was one baby changing unit in the female toilet and it was out of order, an 'out of order' sign was displayed this did not give an anticipated date of repair



## FOP 5 Equipment

### Quest Best Practice

- Suitable, sufficient and well-maintained equipment is available for use
- A range of equipment is provided to allow and meet programming variety
- Safety in use is achieved.

The majority of equipment seen throughout the Centre appeared to be well maintained and fit for use including that in the Sports Hall. This included badminton nets and posts, Sports Hall curtains, and floor mats.

The following good examples were observed:

- The Centre had a display of retail goods for sale within the Reception area,
- Equipment within the Gym looked in very good condition; with a good range of cardio vascular and resistance. A matted area was evident with additional equipment available for floor exercises
- I enquired, by phone and in person about using the Gym and was informed that I would need to complete a health questionnaire prior to use of the equipment
- All the snack and drinks vending machines in the Reception were fully stocked. I used a drink machine; the correct change was given

Areas that may benefit the Centre from attention were as follows:

- The dividing lines in the Sports Hall have seen better days and are in need of relining
- The mats for the Aerobics Class appeared grubby and in need of a deep clean; this was compounded further when at the end of the Class participants were not asked to wipe the mats down!
- There was no visible information or prices regarding what items were available for hire
- No valuable lockers were observed within the Centre
- I did not observe any weighing scales, photo booths or public telephones within the Centre
- There were lots of empty lines in all the Vending machine observed.

I did not observe Staff setting up any equipment throughout the Visit.

## FOP 6 Environmental Management

### Quest Best Practice

- Planning ensures that environmental factors in customer/staff-sensitive areas are managed and controlled
- Reasonable temperatures, lighting and ventilation for sporting, social and Staff areas is achieved
- Use of utilities is managed and reduced where possible as part of an overall environmental management approach
- Sensible initiatives contribute to lessening the impact of the facilities on the environment.

#### **BPP5. Environmental conditions are good throughout the Centre.**

For the environmental conditions I would score **3**

Environmental conditions were generally good throughout the Centre:

- in all areas seen the air temperature was conducive to the activities taking place
- the lighting levels were suitable and appropriate both internally and externally, although this was not tested after dark
- ventilation levels were comfortable throughout
- all taps, showers tested functioned well, had an appropriate temperature and a good flow of water

The general environmental conditions throughout the Centre including the Changing Rooms, Sports Hall, Reception and Bar and Cafe were considered to be good.

The following good practices were observed throughout the Centre:

- An environmental Display Energy Certificate (DEC) was observed on display in the Reception area
- A 'Help us to be Green' display was evident
- Lighting levels were good throughout the Centre and the lighting conditions were good
- There was some evidence of energy management at the centre with push button controls showers and taps
- Air conditioning appeared to be installed within the Gym and was operating to an appropriate air temperature

- Doors and windows were closed in all areas of the Centre
- Domestic hot water in the sinks and showers was set at a comfortable level
- Cycle racks were provide at the front of the building

Findings that if implemented may assist with improvements to the Centre:

- I did not observe internal or external recycling bins
- No information was evident displaying what environment initiatives the Centre has put in place to reduce their carbon footprint; including no information regarding utility readings
- I did not observe the use of signage to encourage the turning off lights when not in use; additionally I did observe and PIR sensor lighting
- Although within the areas that I visited temperatures appeared comfortable I did not see any evidence or display of temperature management; the Centre may benefit by displaying the temperature parameters and advising customers what action will be taken if they are not being met

## FOP 7 Changing Rooms and Toilets

### Quest Best Practice

- Changing Rooms and toilets are comfortable, appropriate and clean
- Changing Rooms and toilets are regularly inspected, cleaned and stocked
- Changing Rooms and toilets are equitable, accessible and family friendly.

#### **BPP1. Hygiene and cleanliness are maintained throughout all levels of use.**

For the levels of hygiene and cleanliness in Toilets and Changing Areas visited I would score **2**

The hygiene and cleanliness of the Changing Rooms and Toilets seen was fair, Cleaning pledges were observed on display within the Changing Rooms and Toilets.

The following good practices were observed throughout the Centre:

- Within the Ladies Changing Room and toilets notices were displayed stating that staff check areas regularly
- Hand dryers were available in Ladies Toilet areas
- Soap dispensers were fully stocked
- Sanitary facilities were provided
- Seating benches were available and were free from signs of damage
- Disabled Changing and toilets were provided this was clean neat, tidy and free from any signs of damage
- Sufficient lockers were available within the Ladies Changing Room and another bank was observed off Reception
- No litter was evident in either the Ladies Changing Room or the toilets

Areas noted that may benefit the Centre were as follows:

- 'Cleaning Standard Policy or etiquettes' and checksheets informing customers when the last time the Changing village was inspected were not on display within the Changing Village
- No privacy cubicles were provided for changing or showering in the Ladies Changing Rooms

- The shower area, including the floors, walls and pipes were in need of a clean
- The backs of some toilet cubicle doors were dirty and in need of a deep clean and the tops of cubicle partitions and doors were very dusty
- There was a build up of debris and grime on the toilet cubicle and bench legs and in corners and recesses of the Changing Room floors
- There was a build up of dust on the Changing Room window ledge, pipes under the seating benches and skirting edges
- I did not observe nappy bin provisions
- At the start of my visit there was no toilet roll in one of the toilets, and the bin was overflowing this was still the case when I checked at the end of my visit
- The grill on the shower floor and surrounding area was extremely dirty and in need of an urgent clean
- I used the showers in the female Changing Room; this was not a pleasant experience. As stated above there was no privacy either in the changing room or showers so I felt quite vulnerable. Additionally the water was cold and would not stay on; I therefore found myself covered in shower gel and had to use one hand to press the control button

## **FOP 8 Health and Safety Management**

### **Quest Best Practice**

- The Centre has an up to date and specific Health and Safety Policy and management programme
- Management and the workforce are aware of and undertake their responsibilities in health and safety proactively
- Customer and Staff safety is a priority in all facilities.
  
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There was evidence of safe working practices around the Centre, for example:

- All fire doors seen were closed and appropriately signed and emergency exits seen on the inside of the outside of the Centre were free from obstruction
- Appropriate fire fighting equipment was noted and appropriately fixed to the walls
- The Centre displayed the appropriate Health and Safety signage
- All equipment appeared to be appropriately set up
- General housekeeping was good throughout the Centre
- Customer rules were displayed
- Areas with restricted access were secure during the Visit
- An up to date service sticker was evident on the bleacher seating in the Sports Hall

A few areas of concern were noted during the visit:

- the Fitness Instructor who taught the Aerobic did health screen the participants before the class started or provide any explanation particularly to new participants of what the class involved and what equipment was required
- Very few coaching/ teaching points were given throughout the Aerobic class



- All exercises demonstrated and undertaken were done at the highest level. I thought this was strange with the age range in the Class being on the older side. I felt that the class level could have been pitched lower and alternative high intensive options given for the various ability fitness levels
- The Reception desk did not appear to be manned at all times
- I did not observe 'No use of cameras and mobile phone' signage display throughout the Centre
- I did not observe a Health and Safety Policy on display

## Customer Relations

### CR 1: Customer Care

#### Quest Best Practice

- Quality standards of customer service are defined and delivered consistently by all Staff
- Staff are trained to provide customers with information, assistance and sell services proactively
- All Staff are empowered to make on-the-spot decisions about customer service
- Customers have equal access and opportunity to services and facilities.

**BPP2. A clear set of relevant and measurable standards of customer care are displayed in key areas.**

For the display of clear standards of customer care I would score **3**

**BPP6. Staff are professionally dressed, clearly identifiable and accessible to customers.**

For the presentation and profile of Staff seen I would score **3**

**BPP7. Staff are generally helpful and pleasant, and respond positively to enquiries and sales opportunities.**

For Staff observed identifying and attempting to match customer needs I would score **3**

The Leisure Connection Customer Charter and Customer Rules were evident in the 'Any bright ideas?' leaflet. Customer Rules for the various activity areas were noted on display throughout the Centre.

During the visit the Reception did not appear to be continually manned. When I was being served neither the female or male members of Staff who served me gave little to no eye contact and did not smile.

The Fitness Instructor who taught the Aerobic Class appeared to be cheerful, friendly and seemed to have a great character. She spoke to a lot of the participants before and after the class and came across to introduce herself to me. I told her that I was very nervous because I had not



exercised for a long time, she asked another customer to keep an eye on me and show me the ropes because I was new to the Class. After the class finished the Instructor came across and asked me if I had enjoyed the class and enquired if I would be attending again, this was a nice gesture and felt she really cared if I enjoyed the class.

A Customer Charter is included within the 'Any bright ideas?' customer feedback form. I did not see this charter displayed anywhere else within the Centre.

The following good practices were observed throughout the Centre:

- All Staff, with the exception of one, were observed wearing corporate uniform
- Telephone calls were dealt with in polite and friendly manner; all calls were answered in a corporate manner
- All members of Staff that I spoke to during the visit and on the telephone were polite and friendly
- I purchased a coffee from the Bar and Cafe; I was served quickly and the coffee was very tasty and reasonable priced

I felt the equality of access to all in using the Centre was good and access to the Centre was good. Evidence included:

- Easy access for all users to the Sports Hall and Gym
- Ample parking drop down kerbs were available from the Car Park
- Non step access into the Centre for wheelchair and pushchair users
- Automatic entrance doors
- A lower level Reception desk
- Dedicated Changing Room and Toilets for disabled customers

Areas that may benefit the Centre from attention were as follows:

- Not all Staff observed were wearing name badges
- No notices were observed advising customers that leaflets are available in large print, on tape, in Braille and various community languages on request
- No Braille or visually impaired signage was observed on display
- There was little or no staff presents observed around the Centre

- I wandered into the Gym area; I did not observe any Staff presence on the Gym Floor. The Class Instructor appeared from a door and I asked her how I joined the Gym, she appeared in a hurry and informed me to enquire at Reception
- At the end of my visit I enquired about prices for membership and using the Gym; I was told that this was dealt with by the Customer Advisor who wasn't at work until the afternoon. At this point I would have expected my details to be requested, this was not the case. I was told that if I wanted to speak to him I needed to ring the Centre. I asked the Receptionist for the Centres telephone he said he didn't know it, but got the number from his mobile phone that he had in his pocket
- As detailed below I filled out an 'Any bright ideas' form, whilst posting it a member of Staff, who looked like a Manager, walked past. I was not asked if there was a problem or whether he could assist me in my comment

## CR 2: Customer Feedback

### Quest Best Practice

- Customer comments and feedback are actively encouraged by all Staff and acted upon. They are seen as an opportunity to improve and help drive improvements for customers.

Customer feedback was tested in a written capacity.

Date and type of comment	Contact name	Details	Response
14 February 2010 Filled out a Any bright ideas form and posted it in the box provided	hucks06@yahoo.co.uk		None to date

A customer feedback notice board was displayed in the corridor to the Gym. Customer Comment Form 'Any bright ideas?' were available from this point and were displayed in a dispenser above the customer feedback box. The design of the form was good; it was clear how to use the form with information included. A choice of how and what method of response is required is clearly defined.

Areas that may require attention were as follows:

- There was no evidence of 'You said we did' response to customer comment displayed
- No pen or area to write was available near to the customer comment box
- There appeared to be only one display of Customer feedback and Comment Forms; in the corridor to the Gym. Any customers not using this area, such as Sports Hall users would not see this
- I did not observe customer forums being advertised or minutes from previous forums held displayed
- There does not appear to be a facility to leave feedback/ comments on the website; additional no customer feedback is displayed on the website

## **CR 4: Marketing**

### **Quest Best Practice**

- Strategic and planned marketing activity is documented, which the Centre uses to identify, plan and cost all marketing activities
- Accurate, attractive and up-to-date information is provided for the local community/target markets through a variety of methods
- A variety of promotional methods are used within the budgetary constraints of the Centre to increase income and usage
- The organisation operates to a clear pricing policy, which seeks to ensure that subsidy is targeted effectively and is reviewed regularly.

All notice boards and website marketing information was presented in a corporate style. The leaflets and brochures seen in the Centre were bright and attractive, clearly providing information in support of the various activities available. These were professionally produced to a good quality with the corporate image portrayed. The only exception to this was the Group Exercise leaflet that had been photocopied and had hand written class amendments inside and the Party leaflet that was photocopied.

There were a few banners and pull up displays both inside and outside the Centre. There was good marketing media advertising Body Pump Classes. The corporate promotional information available was generally branded with Leisure Connection.

There appeared to be very little proactive marketing material in other activity areas around the Centre, nothing was noted in Changing Room, the Sports Hall and Bar and Cafe.

A concessionary pricing scheme was available for which provided discounted use of facilities/ activities. In addition to this a variety of different prices were available, such as, members and non members.

A good amount of information was available on the Centre's website. The website was very well presented and easy to navigate. There was also the opportunity to download leaflets which was very helpful and environmentally friendly. Leaflets available to download included the price list which detailed all activities available and the Group Exercise Programme.

As far as I could see the information provided within the Centre's publicity literature was accurate.

## CR 5: Bookings and Reception

### Quest Best Practice

- The administration system for bookings is customer-friendly and provides a range of opportunities for one-off (non-casual) bookings, and effective regular bookings
- Customers needs are fully clarified and actioned through to completion of booking
- The Reception service operates in a smooth manner with skilled, knowledgeable Staff providing prompt attention to customers and first time visitors.

**BPP3. The Reception area is accessible, welcoming and customer friendly.**

For the welcome at Reception I would score **2**

**BPP4. Reception Staff are well presented, professional, friendly and helpful.**

For the approach and attitude of the Reception Staff experienced over the telephone and observed during the MV I would score **2**

The Reception desk was to the side of you as you walked through the entrance doors. The actual desk was open and airy. There were turnstiles/gates sighted in the Reception so access was controlled by the Receptionist. Unfortunately as previously mentioned the Reception desk did not appear to be continuously manned, there were several occasions when I walked past and no one appeared to be behind the desk. There appears to be a minimum amount of natural light and the whole area appeared to be very dank.

When I arrived at the Centre there was only one member of Staff (female, no name badge) manning the Reception desk. I was not greeted with a smile or a 'hello'. I asked if I could book into the Aerobic Class and I was immediately asked if I was a member. When I said I wasn't I was charged £4.50. The opportunity was not taken to up-sell the memberships.

The Staff serving at Reception, were not unfriendly, they just appeared not to want to proactively converse with customers. The ambience within the Reception area was quite closed in;

When calling the Centre the telephone was generally answered quite quickly and all Staff gave the name of the Centre and their own name. All the Staff that I spoke to on the telephone were friendly and helpful and gave the impression that they had time to answer all of my questions. When I telephoned the Centre to enquire about attending the Aerobics Class the male Reception went and found the Instructor, who took a lot of time to talk to me about the class.

Overall I would say that the general presentation, accessibility and customer focus demonstrated by the Staff was fair.

The following telephone calls were made prior to and after my visit using the following telephone number(s):

- 01945 457189

Date and time of call	No of rings	Response	Comments on friendliness, attitude, approach & professionalism
11 February 2010 10.30am	2 rings	Good morning, Perdiswell Leisure Centre xxx speaking, how can I help	Enquired about the availability of fitness classes on Monday mornings I was advised about the Aerobic Class. I asked about the ability and I was informed that the Instructor was in the Centre and that he would pass her over to give me additional information. The call was very informative and both members of Staff were very helpful and friendly. The information that was provided matched the information provided on the Centre's Group Exercise Programme
14 February 2010 15.00pm	8 rings	Good afternoon, Perdiswell Leisure Centre xxx speaking, how can I help	Enquired about booking a badminton court. The information that was given was accurate and the price was accurate in line with the Centre Price List. The member of Staff was polite.

<p>14 February 2010 19.00pm</p>	<p>3 rings</p>	<p>Good evening, Perdiswell Leisure Centre xxxx speaking, how can I help</p>	<p>I enquired about an item of lost property, a blue towel that I had left at the Centre that morning. I was asked to wait whilst she had a look, she came back to the phone apologised as nothing had been logged which fitted the description. I was not advised to check again. My details were not taken. The call was dealt with in a polite and professional manner.</p>
<p>20 February 2010 15.00pm</p>	<p>7 rings</p>	<p>Good afternoon, Perdiswell Leisure Centre xxxx speaking, how can I help</p>	<p>I enquired about joining the Gym; I was informed that unfortunately she could not be of much help that I would need to speak to the Sales Advisor who was not available. I was not asked to leave my details; I told her I would ring back. The call was dealt in a polite manner.</p>

## Staffing

### STAF 1 Staff Supervision and Planning

#### Quest Best Practice

- Staff are appropriately trained, qualified and in sufficient quantity to deliver the standard of service promised to customers
- Plans ensure that Staff absences can be covered and facilities/activities are not restricted through Staff absence
- Shift patterns include time off shift for meetings, training and personal development of Staff
- All employment legislation and statutory regulations are adhered to.

There appeared to be adequate staff on duty during the visit. All staff seen appeared to be acting appropriately.

The following staff were on duty and the Centre appeared to have sufficient Staff on duty during the time of the Visit

- Two Receptionist
- One Class Instructor
- One Catering Assistant
- Another person who was not in uniform, but was smartly dressed.

All Staff that I saw and spoke to during the visit and that I spoke to on the telephone seemed polite; however they were not over helpful and missed several opportunities to up sell and give additional information.

The Instructor who taught the Aerobic Class had a good personality which really made the class fun and enjoyable and she interacted very well the participants in the class. This Instructor was a credit to the Centre and as a regular exerciser who is familiar with what to do; an Instructor with a personality like this can really make a class enjoyable. Well done!

When I called the Centre, on each occasion the telephone was answered fairly quickly and the Staff who answered always answered in a professional manner giving both the name of the Centre and their own name.

Areas that may require attention were as follows:



- Not all Staff were wearing name badges
- The Bar and Cafe Assistant was not in uniform
- I did not observe reference to the Register of Exercise Professions around the Centre
- The Staff photo board had photographs missing and not all photographs had names displayed
- I did not observe a Duty Manager name plate during the Visit
- It was not clear as to whom the Duty Manager was
- I did not see any staff patrolling, checking or cleaning areas of the Centre during the visit

## **Service Development and Review**

### **SDR 2: Programme Development**

#### **Quest Best Practice**

- The programme of activities is designed to meet the Centre's aims and objectives
- The programme is dynamic, innovative and responsive to the requirements of the customers and potential customers
- Activities contribute to sports development, active health, education, safety and security within the community
- The programme considers the various types of user and use to ensure that it is balanced and promotes equality of access.

There seemed to be a good range of activities available to suit the local community's needs. These were advertised within the Centre and on the Centre's website.

Activities advertised within the Centre included:

- Football Coaching courses
- Children's Birthday Parties
- Golf
- Wellbeing Referral Programme
- Badminton
- 5-a-Side Football
- Group Exercise Programme

Other information relating to other Leisure Centre's in Worcester was also available both within the Centre and on the Centre's leaflets and website.

Some Sports Development opportunities were promoted via the Sports Courses, but there was no real detail available to demonstrate what the route of progression would be and if there were any Clubs that used the Centre which would provide a seamless exit route after attending the Sports Courses.

## **SDR 5 Information and Communication Technology**

### **Quest Best Practice**

- Information and Communication Technology is managed legally and safely
- All information and data is used, managed, and stored/recovered securely.
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The website was reviewed and easily located entering Perdiswell into Google; the Centre was the third entry listed. The website was accessible, informative and reasonably easy to use including separate tabs to go onto specific information areas which included:

- Centre Information
- Location and contact
- Opening times
- Facilities
- Functions
- Timetable/brochures
- Harpers personal training

Centre promotional campaigns were proactively advertised in various ways on the website

There was evidence that the Centre uses information technology to capture data with the use of a computerised till system and the use of swipe cards for membership.

Information regarding the use of cameras and mobile phones was not observed displayed through notices within the Centre.

An online booking facility was available for members that had pre-registered to the booking service.

Member swipe cards were used to allow fast track access to the Centre for pre paid customers.

## **SDR 6 Continuous Improvement**

### **Quest Best Practice**

- Performance measurement, feedback and process reviews are used as a basis for continuous improvement
- Improvement planning forms the basis for ongoing and actual continuous improvement.

The following external awards were noted:

- Quest, dated July 2004

## Summary of Mystery Visitor's Findings

The Centre is a small compact community facility; whilst it would be fair to say there are some improvements that could be made, overall I really enjoyed the Aerobic Class I attended and if I lived local would consider attending the Class regularly.

The Centre is starting to look tired and there are some cleanliness issues that will need to be addressed in the near future to ensure that Customer expectation can be met. It was disappointing that the Centre Staff did not utilise the up-selling opportunities, because overall those I came in to contact with had a friendly approach.

### **Key strengths:**

- Housekeeping
- Gym facilities
- The personality of the Fitness Instructor who taught the Aerobics Class
- Telephone response time
- Access control

### **Key areas for improvement:**

- Fitness Instructor who taught the Aerobic Class did not health screen the participants
- Maintenance, decoration and up keep of the building
- Cleanliness
- Non response to Customer Comment
- Receptionist's approach such as a smile, eye contact plus up selling of the facility